Web Help Desk Named Winner of eSchool Media 2012 Readers' Choice Award

Published on 04/12/12

Web Help Desk, a leading provider of practical and flexible help desk software, announced it has been awarded an eSchool Media 2012 Readers' Choice Award for its comprehensive ITSM help desk solution. This award recognizes the ed-tech products and services proven to be effective as voted by nearly 1,400 eSchool Media readers in schools and colleges nationwide. Web Help Desk continues to be the recognized leader in easy to use help desk software.

Fremont, California - Web Help Desk, a leading provider of practical and flexible help desk software, announced it has been awarded an eSchool Media 2012 Readers' Choice Award for its comprehensive ITSM help desk solution. This award recognizes the ed-tech products and services proven to be effective as voted by nearly 1,400 eSchool Media readers in schools and colleges nationwide.

Last fall, eSchool Media asked its readers in schools and colleges across the nation to provide their favorite and most useful technical solutions. Readers were asked how those solutions improved teaching, learning, or school administration, and to what effect. The 50 best responses were chosen, and the resulting list is available at www.eschoolnews.com. The eSchool Media Readers' Choice Award for Web Help Desk proclaims "users say it has saved them time and improved their IT efficiency."

"The two major things that Web Help Desk has improved for us are communication and organization," said Ben Bollard, technology systems manager for Iowa's Pella Community School District. "We implemented this tool at the beginning of the 2010-11 school year as a way to organize and track all of our technology requests. Before we implemented the [help desk software], a staff member would call or email [the technology team] and hope they got to the request. Many times, email would get buried in an inbox and go unnoticed. This created an atmosphere where students and staff felt like their technology issues were not important."

Bollard said Web Help Desk "now provides immediate feedback...to let [users] know that their issue is on our radar. This system also provides us with ways to assign the issues to appropriate personnel, as well as prioritize them to get the most important issues addressed first." He said the software has been so successful that "the maintenance department has started using the same application" to track and communicate its work around the district as well.

"Web Help Desk continues to be the recognized leader in easy to use help desk software while providing world-class functionality. Web Help Desk is a great choice for budget conscious customers because of its low cost of ownership," said Terry Siddall, Vice President at Web Help Desk. "This award validates our commitment to providing the best of breed help desk solution to our education clients worldwide."

Help Desk Software:
http://webhelpdesk.com/

Higher Education Web Help Desk Software Customers:
http://webhelpdesk.com/client.html#HigherEducation

K-12 Web Help Desk Software Customers:
http://webhelpdesk.com/client.html#K-12

Download Help Desk Software:

http://webhelpdesk.com/free-help-desk-software.html

The Web Help Desk software suite is the leading cross-platform service desk management solution for ITSM professionals who seek to simplify and automate their increasingly complex service environments. The extensive feature set of Web Help Desk addresses critical IT service areas, including: Incident and Problem Management, Asset and Desktop Management, Knowledge Management, LDAP / AD Integration, and Change Management. Copyright (C) 2012 Web Help Desk. All Rights Reserved. Apple, the Apple logo, iPhone, iPod and iPad are registered trademarks of Apple Inc. in the U.S. and/or other countries.

###

Terry Siddall
Marketing

siddall@webhelpdesk.com

****
Link To Article: http://prmac.com/release-id-41139.htm
****